



KANSAS CITY, MO. POLICE DEPARTMENT

PROCEDURAL INSTRUCTION

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SUBJECT

Police Radio Communications

AMENDS

REFERENCE

PI: Patrol Procedures; 10-31 Armed/Potentially Dangerous Subjects

RESCINDS

PI: 09-15

I. PURPOSE

This directive sets forth the terminology and operational procedures for the radio system. Members who have questions regarding the radio operation that are not covered herein should contact their respective division's training sergeant or the Communications Support Unit.

II. TERMINOLOGY

- A. **Talk Group** - A specific group of radios that are assigned to a bureau, division, or unit.
- B. **System** - An approved set of talk groups.
- C. **Unencrypted or Clear Voice** - Indicates a specific radio transmission which can be heard by any member in the talk group or anyone with an appropriate scanner.
- D. **Encrypted** - Indicates a specific radio transmission is encoded to prevent unauthorized personnel from hearing the transmission.
- E. **Individual Call** - A private conversation between two radios. An individual call removes both radios from the assigned talk group for the duration of the call and the dispatcher will be unable to contact the parties or monitor the conversation.

III. PROCEDURES

This directive has been arranged in annexes for easy reference.

- ANNEX A Definition of Codes and Authorized Ten Signals
- ANNEX B Standard Radio Procedure
- ANNEX C Missed Radio Calls Procedure
- ANNEX D Encryption

ANNEX E Mutual Aid Radio Talk Group

ANNEX F Records Checks

Darryl Forté
Chief of Police

Adopted by the Board of Police Commissioners this ____ day of _____ 2015.

Alvin Brooks
Board President

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DEFINITION OF CODES AND AUTHORIZED TEN SIGNALS

A. Definition of Response Codes

1. Code One – Requires emergency lights and siren. This class of call is an EMERGENCY.

[REDACTED]

[REDACTED]

B. Authorized Ten Signals

1. The primary reasons for using ten signals in radio communications are:
 - a. Decrease in errors caused by misunderstanding the transmitted message.
 - b. Saving of air time by minimizing unnecessary repeats and clarifications.

- *2. The following ten signals are authorized for use by members:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. Members may use authorized ten signals and codes; however, all situations not covered by authorized ten signals or codes should be handled by using clear, concise language.

C. Criminal History Record Caution Indicators

- *1. Information contained in the Missouri Criminal History Records System files is meant to improve officer safety. The forced caution indicator which is returned to the screen if the subject of the inquiry "hits" on the Missouri Criminal History Records System files as part of a MULES response is meant to alert an officer that they may be dealing with a potentially dangerous individual. It does **not** positively mean that the subject has a record of conviction(s).
2. The Criminal History Record Caution Indicator response may **not** be the same individual the officer is checking. The system is designed to respond back as a "hit" on exact matches and possible matches.
3. If a subject responds with a "hit," the dispatcher will inform the officer the subject has a caution indicator of [REDACTED] so the officer may take proper precautions.

[REDACTED]

[REDACTED]

[REDACTED]

- D. The dispatcher does not have access to records to determine the originating agency for individuals responding with a Caution Indicator.

STANDARD RADIO PROCEDURE

A. Guidelines

- *1. A mouth-to-microphone distance of 1–2 inches should be maintained; speak directly into the microphone. Department members must be aware that with digital radios the further the microphone is from the mouth, significantly decreases the quality of the transmission. Speak clearly and calmly. Use good enunciation and give each syllable and word equal intensity.
- *2. Each time a member keys the vehicle or portable radio to talk, the identification number of the radio is displayed on the dispatcher computer monitor. The display indicates which specific radio was keyed and the computer that controls the radio system logs a record of the event.
3. All transmissions to the dispatcher are recorded, and individual calls between officers may also be recorded.
4. Members should take the necessary steps available to monitor air traffic if their duty assignment requires it, when using the private call function (walkie to walkie) on their radios.
5. Under no circumstances will any department member call any zone or talk group dispatcher console on an individual call or telephone call through the radio system.



7. Members will:
 - a. Keep the radio volume at an audible level when in-service, and remain attentive to calls for service.
 - b. Be professional and refrain from using uncivil, harsh or vulgar language.
 - c. Confine radio transmissions to official police business and information.

- d. Keep car-to-car transmissions at a minimum and limit them to official police business.
 - e. Acknowledge radio calls from the dispatcher [REDACTED]
[REDACTED]
 - f. Identify themselves by complete radio number when using the radio for communicating with other members. Personal codes or partial radio numbers will not be used.
 - g. Advise the dispatcher of any change in the status of a call in order that supporting elements may be notified.
 - h. Advise the dispatcher via radio when [REDACTED] on all calls when the Mobile Data Computer (MDC) is not available or cannot be used.
 - i. Notify the dispatcher prior to leaving their assigned talk group.
 - j. Contact outside law enforcement agencies on the Mutual Aid talk group for the purpose of conducting official business, if necessary.
 - k. Advise the dispatcher via radio, the disposition i.e., report taken, arrest, handled by officer (HBO) when clearing from a call when the MDC is not available or cannot be used.
 - *l. When clearing from a call involving an emotionally disturbed person (EDP), advise the dispatcher via radio or MDC using one of the following:
 - (1) EDP – when a call did not require a report.
 - (2) EDPR – when a call required a Crisis Intervention Team Report, Form 459 P.D. or a Mental Health Center Report, Form 208 P.D.
8. To get out-of-service, a member will give their radio number and the nature of the activity. When acknowledged by the dispatcher, the member will give the location first, followed by a description of vehicle and/or persons, when applicable. This will expedite the process for the dispatcher in preparing the computer mask for entry of data relative to the member's request. The dispatcher will be informed when the original location changes.
9. Requests for computer information should be made on the department members assigned talk group only, unless exigent circumstances exist.

- *10. Members conducting records checks will ensure that the subject(s) being checked is not within hearing distance of a police radio until the records check has been completed. The dispatcher will inquire if the subject is [REDACTED] prior to giving back want or warrant information. Members will use good judgment and appropriate precautionary measures prior to receiving the information.
- 11. When an officer has requested a record check by radio and it is determined by the dispatcher that the subject being checked is listed in the computer files as being [REDACTED], the following procedures will apply:
 - a. The dispatcher will advise the officer that the subject is [REDACTED]
 - b. The member will determine and request an assisting officer if needed.
 - c. The member will advise the dispatcher when they are ready to copy the information.
 - d. Members dispatched to "meet the officer on a [REDACTED] will respond promptly to the call, but will not use red lights or siren unless actual trouble is reported.
- 12. Field personnel will make all requests for assistance from outside agencies through their talk group dispatcher. Example: Liquor Control, Department of Treasury, U.S. Marshal, or ATF (Alcohol, Tobacco, Firearms and Explosives), etc.
- 13. When assigned a department vehicle on a twenty-four hour basis, members will not be required to get in and out of service while off-duty.
- 14. Members using department vehicles while off-duty are required to be available for service by radio, if an incident occurs in their general vicinity, and the dispatcher requests an available car.

B. Assignment of Special Ops Radio Talk Groups

- 1. The talk groups are available to department elements for use in conducting special assignments, training, and handling both planned events and critical incidents that occur.
- 2. Prior to issuing any written communication referencing the talk group to be used, the element will contact the on-duty Communications Unit supervisor to request assignment of a talk group. The Communications Unit will coordinate the assignment to prevent conflicts in use of talk groups. Elements requesting a talk group will get the assignment from the Communications Unit.

3. A Division Commander, Watch Commander, or City-wide Duty Officer will determine when critical incidents or significant patrol activity will be moved to a talk group without impeding the handling of the incident or activity.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

D. Declared Emergency Transmissions

1. Pushing the emergency button (EMER) initiates a declared emergency. When the emergency button (EMER) is pushed, that radio is automatically given priority over all other radios in the talk group and all other calls in queue that are not declared emergency calls. Activation of the emergency button will only be used in cases of exigent circumstances, and will not be used for normal traffic. [REDACTED]
2. Emergency situations take precedence over all radio transmissions. If a member has an emergency message and is able to talk, the following transmission should be made to the dispatcher: "Emergency, (radio number), (location)." Example: "Emergency, 124, 23rd and Vine."
3. Dispatchers or Communications Unit supervisors have the primary responsibility to clear a declared emergency on normal dispatch talk groups.

E. Hold the Air

1. Hold the air is defined as a period of time that members are to cease all radio transmissions except in the event of an emergency.
2. When dispatched on crimes in progress or complaints involving weapons, the responding members will, upon approaching the scene, determine whether or not to have the dispatcher hold the air.

- a. Any responding member wanting to hold the air will notify the dispatcher by saying: "(member's radio number) IS [REDACTED]. HOLD THE AIR."
 - b. As soon as practical, the responding member will inform the dispatcher of the situation at the scene, and whether or not to continue to hold the air.
 - c. When requesting to clear the air, the responding member(s) should give a disposition if possible i.e., accidental trip, subject in custody etc.
3. The dispatcher will immediately hold the air upon an "Assist the Officer" being broadcast, or when a responding supervisor or member notifies the dispatcher of their initial arrival at the location of a call dispatched [REDACTED]
[REDACTED]
 - a. In either instance, the responding supervisor or officer will determine if and when the situation is under control.
 - b. Upon this determination, the responding supervisor or officer will inform the dispatcher of the circumstances and whether or not to clear the air.
4. If a member is in-service and encounters a situation requiring immediate attention and wishes to hold the air, they will state their radio number, location, short description of the situation and to hold the air.

MISSED RADIO CALLS PROCEDURE

A. Missed Radio Call

A member will be considered to have missed a radio call if they fail to answer the radio after having been called by the dispatcher three times. The dispatcher will allow thirty-second intervals between calls for a reply.

B. Communications Unit Personnel's Responsibilities

1. The dispatcher will note the time the three attempts were made to contact the officer.
2. The dispatcher will notify the Communications Unit supervisor and continue to call the member's radio number, noting the time the member was finally contacted. The Communications Unit supervisor will notify the member's supervisor.
3. The Communications Unit supervisor will direct the dispatcher who attempted to contact the member to complete a Radio Procedure Violation Report, Form 24 P.D., prior to the end of the shift. All necessary reports completed in the Communications Unit will be immediately forwarded to the Communications Unit Manager for forwarding to the Patrol Bureau.

C. Member's Responsibilities

1. If members discover or are notified that they have missed a radio call, they will contact their immediate supervisor and provide an explanation.
2. The member, if requested, will complete an Interdepartment Communication, Form 191 P.D., regarding the incident and immediately forward it to their supervisor.

D. Supervisor's Responsibilities

1. Upon learning of the missed radio call, and prior to a response by the member, the supervisor will immediately call the Communications Unit supervisor by phone and obtain all information that may be available concerning the alleged incident.
2. The member's supervisor will attempt to locate the member.

3. If the member cannot be located within a fifteen-minute period, the member's supervisor will immediately contact the assistant division/unit commander or the City-Wide Duty Officer and provide information concerning the incident.
4. Once the member has been located and contacted, the member, if requested, will submit a Form 191 P.D., as described above. When applicable, the member's supervisor will also complete an Incident Report, Form 387 P.D., and forward it through the chain of command. The supervisor will contact the Communications Unit supervisor and advise the member has been located.

E. Assistant Division Commander or Unit Commander's Responsibilities

Once the assistant division/unit commander receives the information that a subordinate has missed a radio call and cannot be located, that commander may instruct the Communications Unit supervisor to issue an attempt to locate for the member. If the incident involves Patrol Bureau personnel and the attempt to locate is issued before or after the normal working hours of the division commander, the assistant division/unit commander will contact the Patrol Bureau Duty Officer.

F. Division Commander's Responsibilities

The division commander or designee will be responsible for contacting the bureau commander or designee whenever an attempt to locate has been issued for a subordinate.

ENCRYPTION

- A. Generally, all police radio communications from dispatcher to car, car to dispatcher, or car-to-car should be broadcasted in unencrypted or clear voice.
- B. The following exceptions to subsection A will permit a member to send an encrypted communication:
 - 1. Communications which would pose an element of risk to a police officer, other department member, or to a member of the public.
 - 2. Communications regarding ongoing police investigations or operations involving the planning or strategy of an arrest of suspects.
 - 3. Communications involving circumstances where there is reason to believe a suspect or suspicious party may be at or near the scene of a possible crime until confirmation.
 - 4. Communications involving information obtained from a closed record as defined by Chapter 610, Revised Statutes of Missouri.
 - 5. Communications involving information obtained from a juvenile record as defined by Chapter 211, Revised Statutes of Missouri.
 - 6. Communications involving the identity of a witness or victim.
 - 7. Communications involving internal administrative matters such as between the Board of Police Commissioners, Chief of Police, the General Counsel and Commanding Officers.
 - 8. Communications by criminal investigative elements, internal investigative elements and investigators assigned to non-investigative units such as Personnel Division, Private Officers Licensing Section and Special Operations Division.
 - 9. Communications by and between personnel within undercover units (such as Narcotics and Vice Division, Drug Enforcement Unit, Tactical Teams and Intelligence Unit).
- C. The decision to encrypt or not to encrypt will be made by the department member initiating the communication. The decision of the member initiating the communication will be deemed to be reasonable and proper absent some evidence of intent to violate this policy.

MUTUAL AID RADIO TALK GROUP

A. General Information

The purpose of the talk group is to allow law enforcement agencies in an emergency to transmit and receive information within the State of Missouri on a mutual talk group to coordinate efforts and resolve the emergency. Although the talk group may be utilized at any time, members are reminded that any emergency situation will take priority over day-to-day routine communications.

B. Application

1. A dispatcher or commander/supervisor may instruct dispatched cars to switch to the talk group when a call involves multi-jurisdiction agencies, or a jurisdictional boundary is in question. Under such circumstances, cars switching to the talk groups will be placed out-of-service with the department dispatcher.
2. All transmissions on the talk group will be unencrypted or clear voice.

C. Participating Area Law Enforcement Agencies

Belton, Missouri	Lake Lotawanna, Missouri
Blue Springs, Missouri	Lake Waukomis, Missouri
Cass, Missouri	Lake Winnebago, Missouri
Claycomo, Missouri	Lawson, Missouri
Clinton County, Missouri	Lee's Summit, Missouri
Excelsior Springs, Missouri	Lexington, Missouri
Gladstone, Missouri	Liberty, Missouri
Grain Valley, Missouri	Lone Jack, Missouri
Grandview, Missouri	North Kansas City, Missouri
Greenwood, Missouri	Oakview, Missouri
Harrisonville, Missouri	Parkville, Missouri
Independence, Missouri	Platte City, Missouri
Jackson County, MO Department of Corrections	Platte County, Missouri
Jackson County, Missouri	Peculiar, Missouri
Kansas City, Missouri	Pleasant Valley, Missouri
Kearney, Missouri	Randolph, Missouri
Lafayette County, Missouri	Ray County, Missouri
Raymore, Missouri	Smithville, Missouri
Raytown, Missouri	Sugar Creek, Missouri
Riverside, Missouri	Weatherby Lake, Missouri
Saint Louis, Missouri	

RECORDS CHECKS

- A. In the interest of public safety, the Communications Unit must dispatch all priority 10 through 30 calls for service and handle auxiliary requests by officers prior to conducting computer inquiries. Therefore, when calls for service are at a peak, members may be advised to standby when requesting computer checks. It is recognized that computer checks may be vital to an officer's safety. All attempts will be made to conduct checks in a timely manner.
- B. In order to eliminate unnecessary air traffic and duplication of requests, the following will apply:
 - 1. The member's initial request should be by the party(s) name and not social security number. The name inquiry format permits a search of the REJIS, MULES, NCIC, DOR, KDOR, and DOC files. When using a name, the computer will give possible matches with records having deviated spellings of the first and last names. With the social security entry, only exact matches can be retrieved.
 - 2. When members are dispatched to an exact address, the address is cross-checked in the REJIS files by the dispatcher to determine if any wanted individuals or [REDACTED] parties are listed. It is not necessary to request the dispatcher to check the address.
 - 3. Standard responses by the dispatcher in regard to a computer check will be limited to the following: "No Wants, No Record, Warrants." Bond amounts will not be given. "No Wants" indicates that there are no wants but a record may be on file in the REJIS system that matches the inquiry given by the officer. Possible matches that have differences require the dispatcher to advise the officer of the differences in the record and the inquiry being made. The response "no record" indicates there is no record on file in the REJIS system.
 - 4. In order to expedite a records check an member should alert the dispatcher to specific information required.